



2020 Resident Opinion Survey

Prepared for The City of Cambridge, MA

October 15, 2020

Polity Research Consulting LLC

METHODOLOGY

Polity Research Consulting conducted a random telephone survey among 400 adult residents of the City of Cambridge, Massachusetts between September 9th and September 13th, 2020. The sample was constructed to represent the adult population of the city—and was comprised of both landline (30%) and cell-phone (70%) households. Every household in the city had an equal chance of being selected in the sample. The margin of error on the full, 400-member sample is $\pm 4.90\%$ at the mid-range of the 95% confidence interval. That is, when conducting 100 such surveys, 95 of them will yield results that fall—at worst—4.9 points on either side of a given percentage. When looking at smaller segments of the sample, the margins of error will increase.

EXECUTIVE SUMMARY OF KEY FINDINGS

All in all, the results to this survey show that, while evaluations of Cambridge city services and city characteristics have suffered during the COVID-19 pandemic, *core* attributes have either held steady or improved. Moreover, the City's handling of the COVID-19 pandemic is widely regarded as positive by more than four in five residents. Considering the current health, political and social climate, these results suggest that the City is generally continuing to do well during a very difficult period.

Here is a summary of the key findings:

- Affordable housing is still the number one issue facing residents (30%)—*and* the top issue residents want the city to address. COVID-19 and education are also high on the issues list;
- Overall city performance is up slightly since 2018—with fully two-thirds (66%) giving the city either "excellent" (16%) or "good" (50%) ratings. In 2018, 63% gave the city positive ratings on this measure;
- On a range of city characteristics, "excellent" ratings *dropped* on several since 2018. The biggest drops occurred on: economic development (-12), a place to raise a child (-8), a place welcoming to all races and cultures (-7) ability to have a positive impact on the community (-7), ability to participate in government (-6), environmental planning and policy (-6). "Excellent" ratings *increased* the most since 2018 on: a safe place to live (+7), quality of life (+3), ability to get around town by car (+3);
- The percentage of residents who have ridden a bike more than 26 times has gone up 4 points since 2018, while library utilization at that level has dropped 4 points. Those visiting a park more

than 26 times has gone up 2 points since 2018. The percentage who say they have "never" attended a City Council meeting has dropped 7 points since 2018.

- Tellingly, the number of people who have visited the City's website more than 26 times has *tripled*—from 5% in 2018 to 15% today. Also, the share of residents who say they have "never" visited the website is down 17 points since 2018;

* Similarly, the primary method of conducting business with the City is now through the website (47%—up from 31% in 2018). In-person interactions are down 15 points—going from 32% in 2018 to just 17% today;

- On a range of City services, several suffered drops in "excellent" ratings from 2018. The biggest *drops* were: fire department services (-16), schools and education (-15), and police department services (-10). The biggest increases in "excellent" ratings were: street cleaning and maintenance (+9) and public information (+3);

- On satisfaction with city government interactions, 24% of residents place themselves on the most positive scale position ("5", "totally satisfied"). This is the exact same reading we got in *both* 2018 and 2016. Interestingly, the next most satisfied scale position ("4") went *up* 5 points since 2018;

- Fully 81% of residents give the City either "excellent" (38%) or "good" (43%) ratings on its *overall* handling the COVID-19 pandemic. On *specific* services, residents assign the best marks to trash collection and recycling (37% "excellent"), public information services (30%), Public Health services (27%), online/virtual City services (26%) and (despite the overall ratings given) Public Safety services (Police and Fire) (21%);

- Almost one-third of our respondents (32%) say someone in their household lost employment income since the mid-March "lockdown";

- Almost three-quarters of our sample (73%) say they follow public health updates and recommendations on COVID-19 "a lot". Another 19% follow these "some" of the time;

- State government (38%) is the most trusted source of information on COVID-19, followed by the City of Cambridge at 24%. The Federal government lags far behind both at just 4%. About one-quarter (26%) volunteer that they trust the city and state governments equally, while 5% distrust all levels of government on this score;

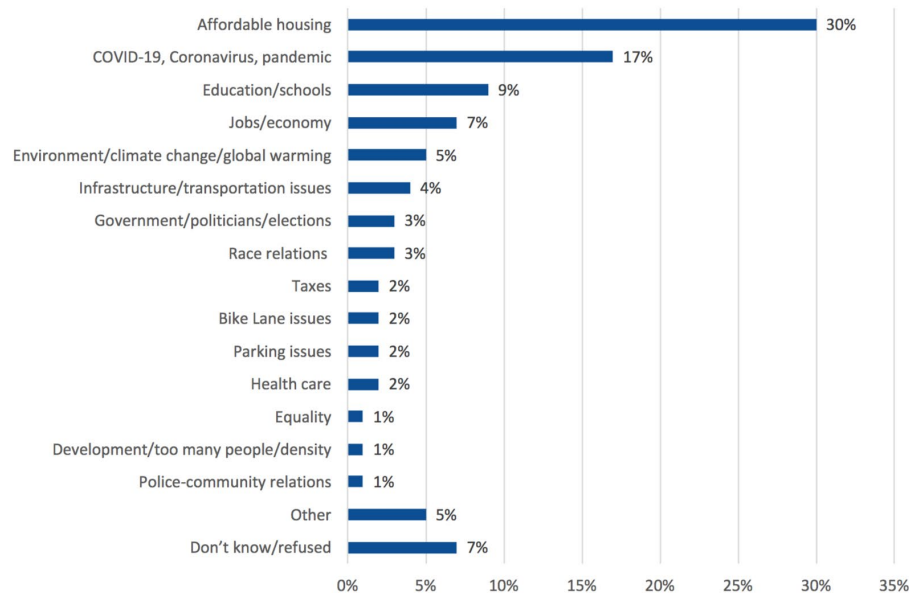
- Far fewer residents agree with a statement that were unable to conduct business with the city during regular business hours. In 2018, 43% agreed with the statement—today that number is just 32%.

What follows is a question-by-question analysis of the full survey results.

MOST IMPORTANT ISSUES FACING CAMBRIDGE

To start this year’s survey, we asked respondents to tell us what they view as the *single* most important issue facing the City of Cambridge—the one that affects them and their families the most. As the chart shows, affordable housing tops the list (as it has for the past several surveys), followed by issues surrounding the COVID-19 pandemic, education and schools, jobs and the economy, and climate change issues. Next on the list are infrastructure and transportations issues and race relations.

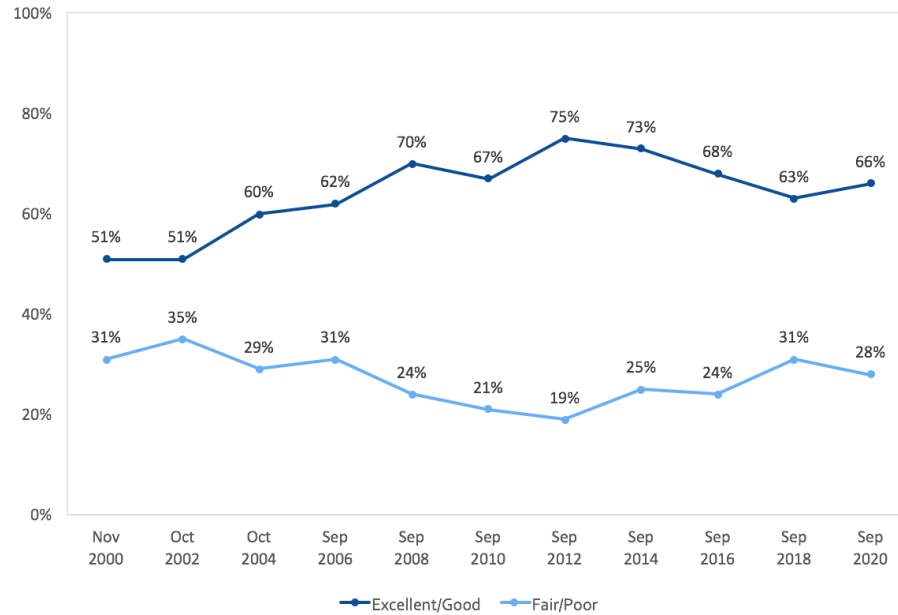
What do you think is the single most important issue facing the City of Cambridge today—the one that affects you and your family the most?



CITY PERFORMANCE AND SATISFACTION RATINGS

As the chart shows, two-thirds of our sample (66%) now give the city either “excellent” or “good” marks on overall performance of city government in Cambridge—up 3 points from the 2018 reading. This year, 16% assign “excellent” ratings to overall performance—the same score we saw in 2018. Moreover, 50% give the city “good” marks—up three points since 2018.

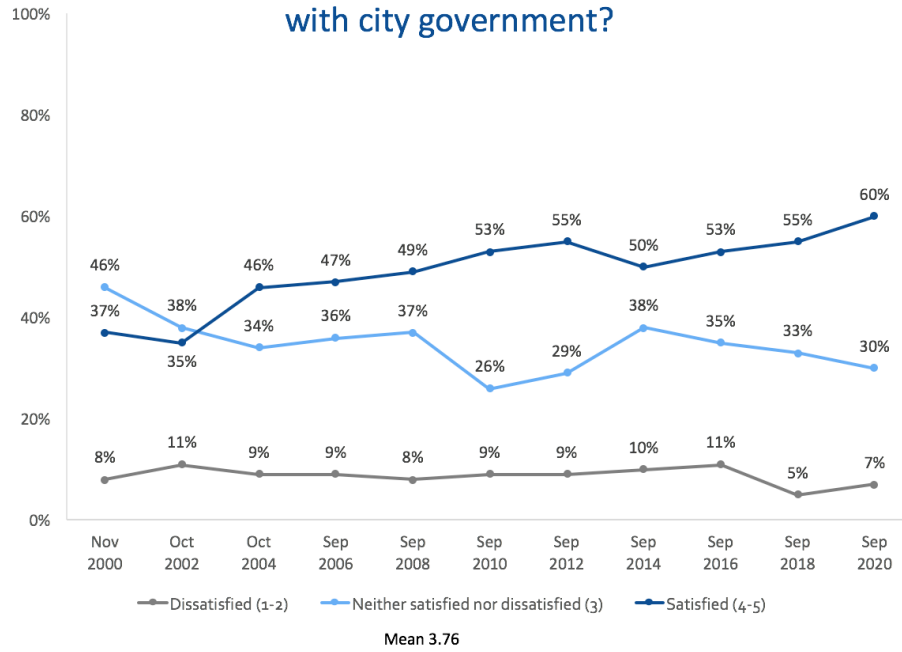
Overall performance of City government here in Cambridge



Demographically, the highest “excellent” performance ratings come from: Cambridgeport (29%), North Cambridge (21%) and West Cambridge (20%); residents over the age of 56 (21%); the highest-income earners (24%); and homeowners (22%).

Similarly, as the chart shows, 60% of residents place themselves on scale positions representing “satisfaction” with their city government interactions. We also found that 24% of residents place themselves on the *most positive scale position* ("5", "totally satisfied")—the exact same reading we got in *both* 2018 and 2016. The next most satisfied scale position ("4") went *up* 5 points since 2018.

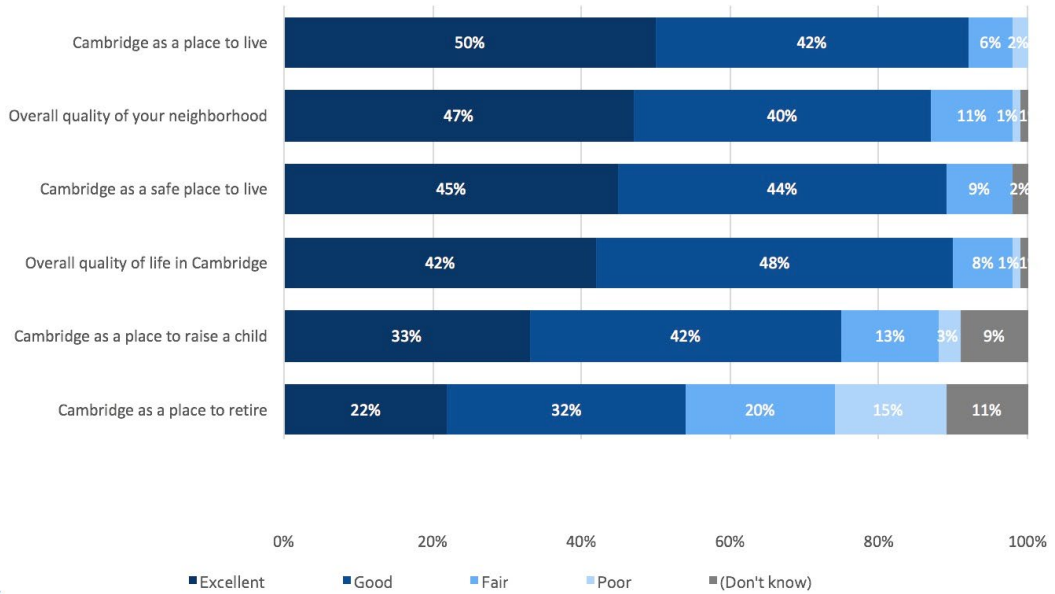
How would you rate your overall experience when interacting with city government?



CITY ATTRIBUTE RATINGS

Next, respondents were asked to rate a range of city attributes. Perceptions of the quality of life in Cambridge have risen since 2018—going from an “excellent” rating of 39% to 42% today. “Fair” and “Poor” ratings have gone from a total of 12% down to 9%. Excellent ratings for quality of neighborhood have also gone up—although overall positive ratings have remained roughly stable from 2018. Fully 92% give “excellent” or “good” ratings to Cambridge as “a place to live”—up by one point since 2018. Perceptions of Cambridge as an “excellent” or “good” place to retire have gone up 6 points since 2018, while “excellent” ratings for safety in the city have gone up a full 7 points. “Excellent” ratings for raising a child in the city have dropped from 41% in 2018 to 33% today.

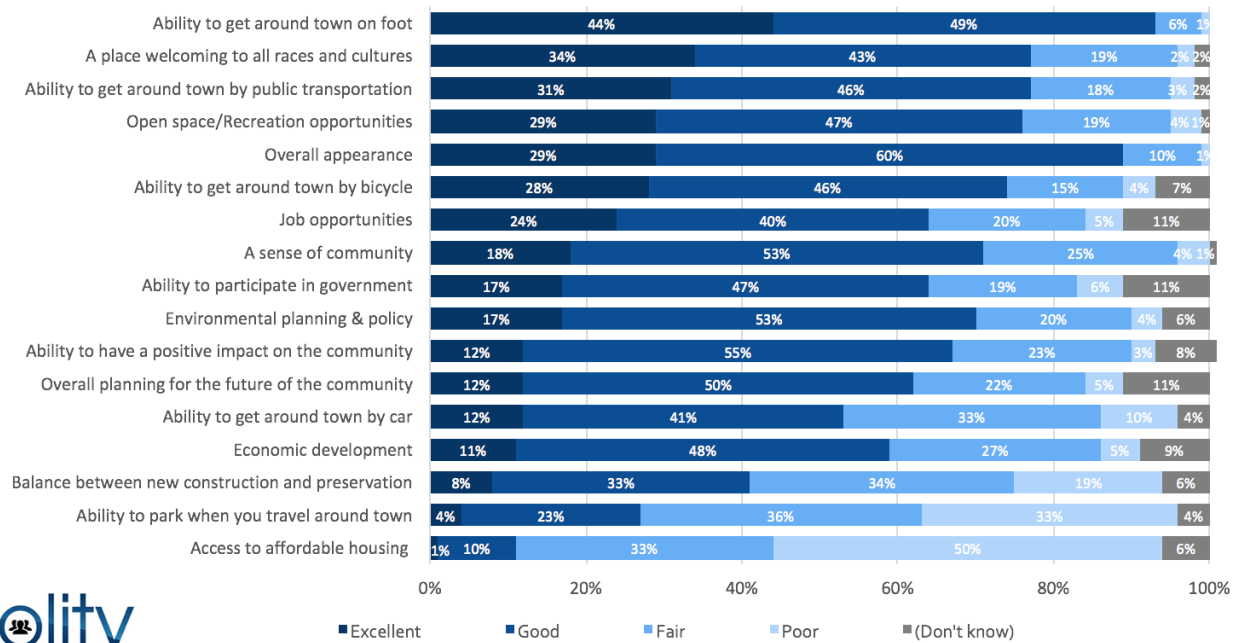
Please rate the following on a scale of excellent, good, fair, or poor.



RATINGS OF CITY CHARACTERISTICS

Next, respondents were asked to rate a series of city characteristics in Cambridge. As the composite chart indicates, ‘ability to get around town on foot’ receives the highest “excellent” rating (44%), while ‘access to affordable housing’ get the lowest “excellent rating (1%). While ‘a place welcoming to all races and cultures’ finishes second on the list, it should be noted that this measure suffered a 7-point drop in “excellent” ratings from 2018. “Excellent” ratings on ‘a sense of community’ also fell—going from 21% in 2018 to 18% today. Troubling drops also occurred on ‘economic development’ (“excellent” ratings down 12 points), ‘ability to have positive impact on the community’ (“excellent” ratings down 7 points), and ‘ability to participate in government’ (“excellent” ratings down 6 points). Clearly, most of these drops were due in part to the impact of COVID-19 on the community.

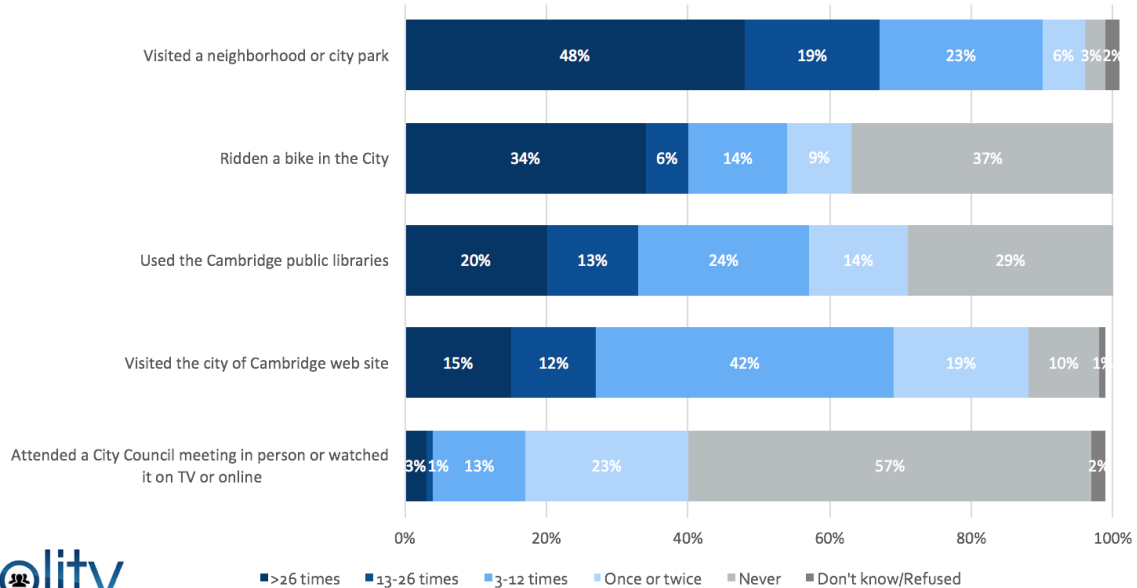
Now using the same scale of excellent, good, fair or poor, please rate the following characteristics as they relate to Cambridge:



FREQUENCY OF ACTIVITIES

Respondents were also asked to tell us how many times they had participated in a range of activities around the city. As the chart shows, the percentage of residents who have ridden a bike more than 26 times stands at 34%—up 4 points since 2018, while library utilization at that level has dropped 4 points (now at 20%). Those visiting a park more than 26 times is now at 48%— up 2 points since 2018. The percentage who say they have "never" attended a City Council meeting has dropped 7 points since 2018—now at 57%. And, the number of people who have visited the City's website more than 26 times has *tripled*—from 5% in 2018 to 15% today. Also, the share of residents who say they have "never" visited the website is down 17 points since 2018 (now at just 10%).

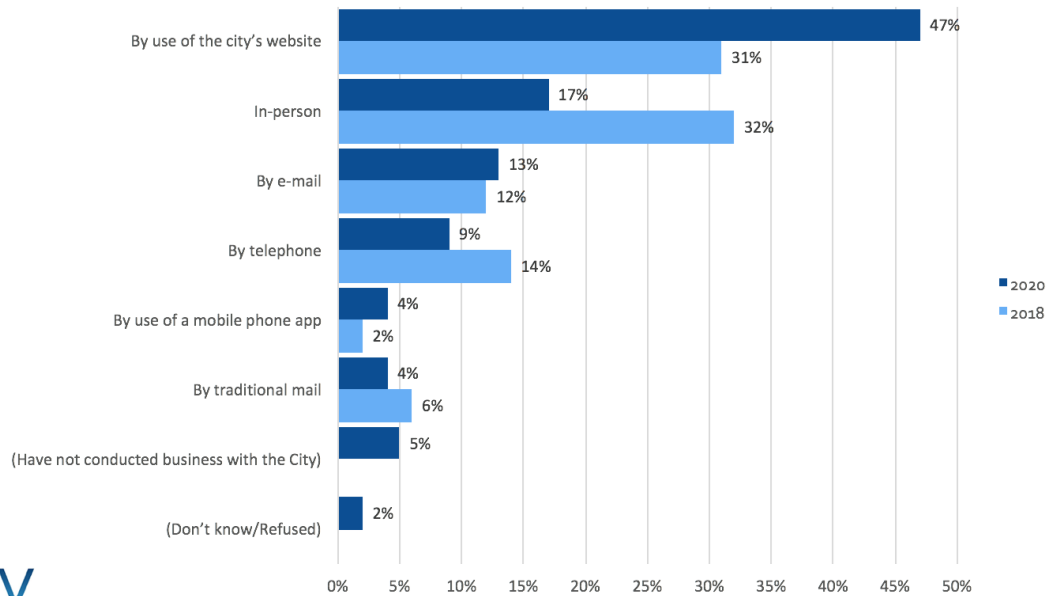
In the last 12 months, about how many times, if ever, have you or another household member done the following:



PRIMARY METHOD OF CONDUCTING BUSINESS

Respondents were also asked to tell us, their primary method of conducting business with the City. As the chart shows, the city’s website is now the top method used by residents—at 47%, up from 31% in 2018. In-person interactions are down 15 points—going from 32% in 2018 to just 17% today. Again, this is at least partly due to the impact of the COVID-19 pandemic.

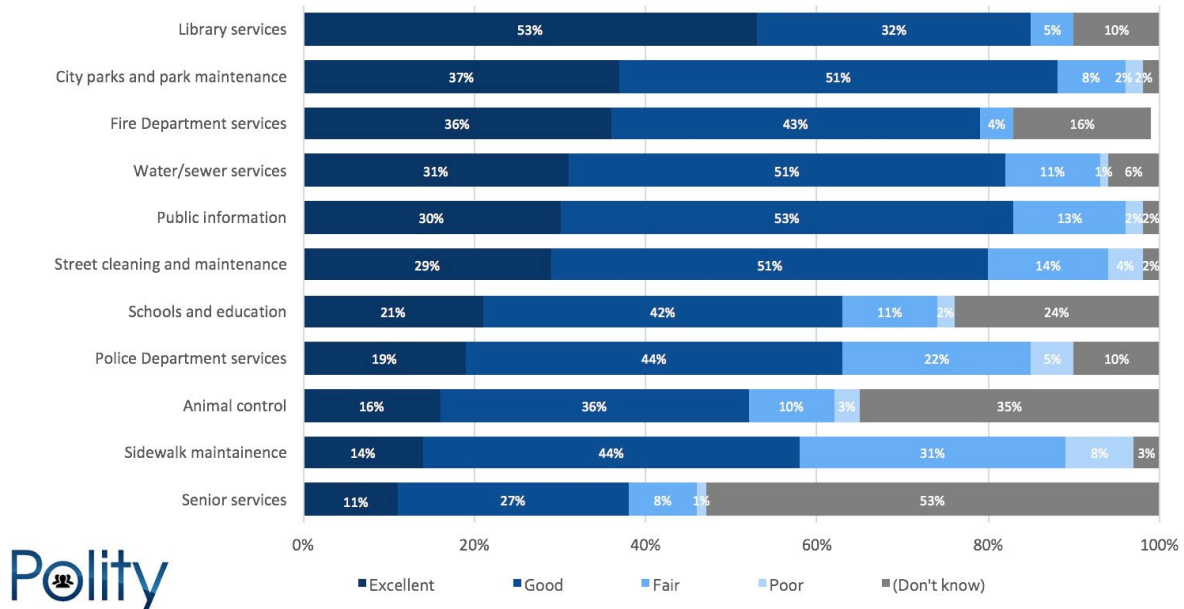
What would you say is your primary method of conducting business with the city



RATINGS OF SPECIFIC CITY SERVICES

Respondents were also asked to rate a range of City services on a scale of “excellent” to “poor”. Several services suffered drops in "excellent" ratings from 2018. The biggest *drops* were: fire department services (-16), schools and education (-15), and police department services (-10). The biggest increases in "excellent" ratings were: street cleaning and maintenance (+9) and public information (+3). The chart below shows that ‘library services’ top the list this year with the highest percentage of “excellent” ratings (53%), followed by ‘city parks and maintenance’ (37%) and (despite the large drop since 2018) fire department services (36%).

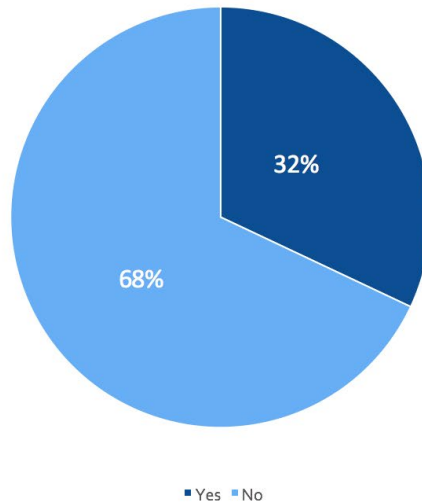
Now, I'd like to read you one final list dealing with various city services provided by Cambridge. Using the scale of excellent, good, fair or poor, please rate each of these services:



THE CITY AND THE COVID-19 PANDEMIC

The 2020 Resident Survey contained several new questions dealing with the COVID-19 pandemic. First, we discovered that nearly one-third of our sample (32%) report some loss of employment in their household since the COVID-19 ‘lockdown’ began in mid-March.

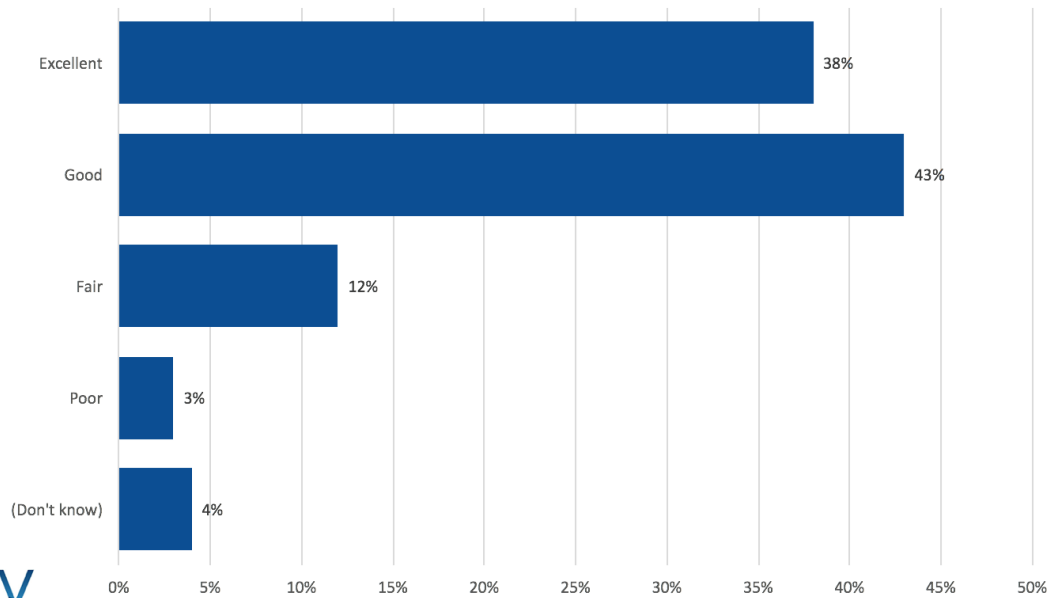
Loss of employment income since mid-March of this year—about the time when the COVID-19 “lockdown” began



Demographically, reported job loss was highest in: West Cambridge, The Port and Porter Square. Reported job loss was twice as high as the norm (64%) among Hispanic residents and also significantly higher among African-American residents (45%).

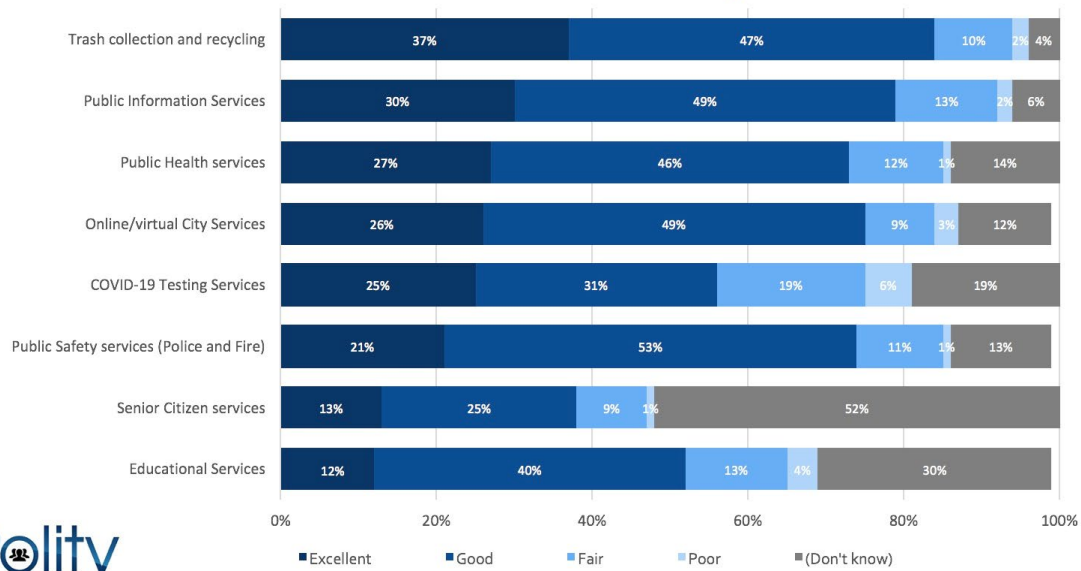
As the chart indicates, more than four in five residents (81%) of residents give the city either "excellent" (38%) or "good" (43%) ratings on its *overall* handling the COVID-19 pandemic. Just a total of 15% give the city negative marks (12% "fair", 3% "poor").

Rate the way the City of Cambridge has handled the COVID-19 pandemic.



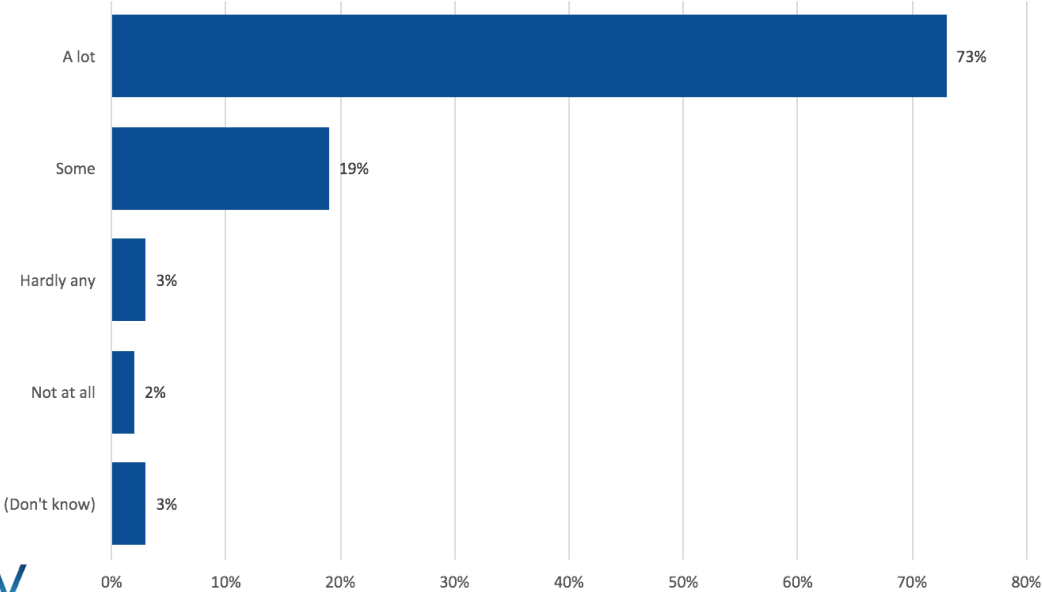
On *specific* service performance during the pandemic, residents assign the best marks to trash collection and recycling (37% "excellent"), public information services (30%), Public Health services (27%), online/virtual City services (26%) and (despite the overall ratings given) Public Safety services (Police and Fire) (21%).

Rate how the City of Cambridge has performed during the COVID-19 pandemic on each of the following



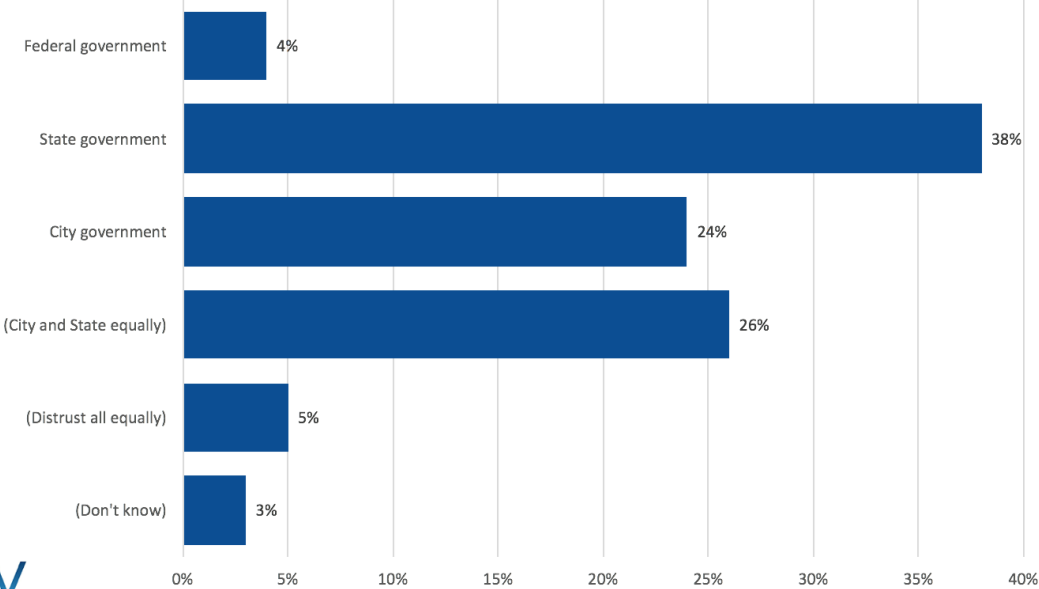
As the following chart shows, almost three-quarters of our sample (73%) say they follow public health updates and recommendations on COVID-19 "a lot". Another 19% follow these "some" of the time. Just a total of 5% follow the updates and recommendations to a lesser degree.

How closely would you say you follow public health updates and recommendations on COVID-19



The next chart indicates that state government (38%) is the most trusted source of information on COVID-19, followed by the City of Cambridge at 24%. The Federal government lags far behind both at just 4%. About one-quarter (26%) volunteer that they trust the city and state governments equally, while 5% distrust all levels of government on this score.

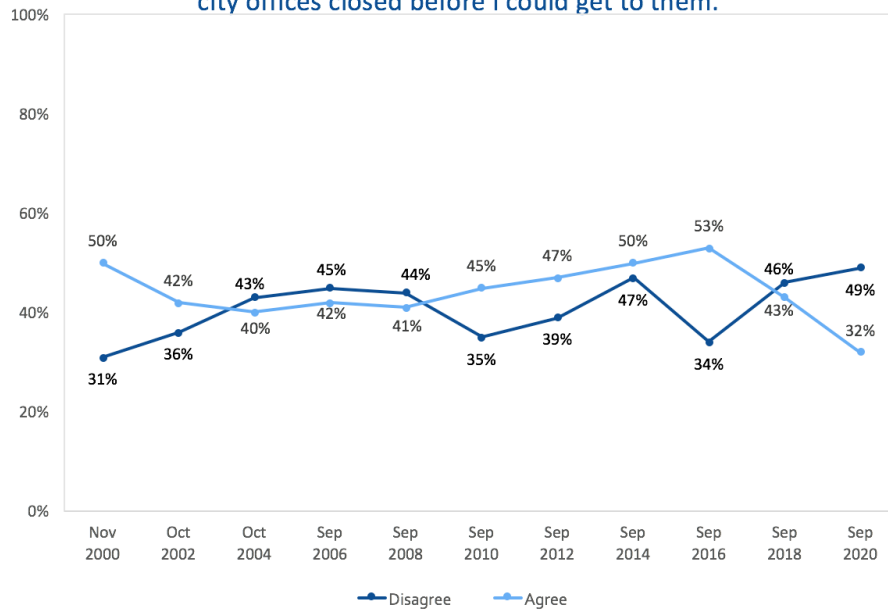
Which one source do you trust the most for public health information on COVID-19



EASE OF CONDUCTING BUSINESS WITH THE CITY

This year, we found that far fewer residents *agree* with a statement that were “unable to conduct business with the city during regular business hours”. In 2018, 43% agreed with the statement—today that number is just 32%. This is most likely partly due to the expanded availability and use of online city resources during the COVID-19 pandemic.

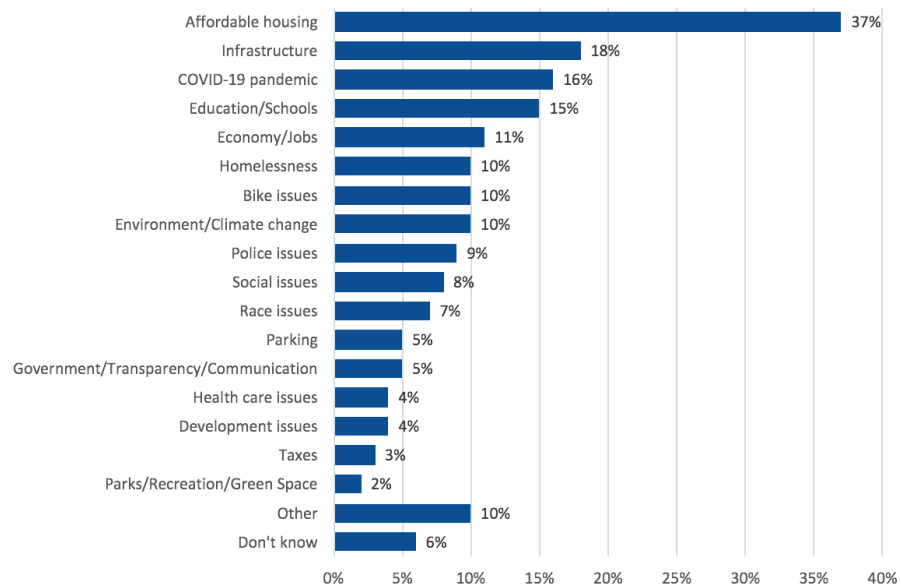
Would you agree or disagree with the following statement:
I've wanted to conduct city business after regular business hours but I couldn't because city offices closed before I could get to them.



RECOMMENDED ISSUE FOCUS

As we saw with the “most important problem” question at the top of the survey, ‘affordable housing’ is again cited as the top issue that city government should focus on. As the chart shows, ‘infrastructure’ comes in at a distant second—followed by issues related to the COVID-19 pandemic, ‘education and schools’, ‘economy and jobs’, ‘bike issues’ and ‘climate change’. For an issue like infrastructure to appear so near the top of the priorities list is an indication of the real emergence of this concern. Specific references to this and all other issues on the list can be found in the verbatim file of responses.

What are the two or three issues you would recommend that city government focus more attention on



DATA APPENDIX

TOPLINE

POLITY RESEARCH CONSULTING LLC **CITY OF CAMBRIDGE**
PRC #5172 **SEPTEMBER 2020**
Phone interviewing dates: 9/09-9/13/2020; Sample size: N=400 Phone (70% cell/30% landline); MOE: ±4.90%
Online sample from City website: 2,551

1. What do you think is the single most important issue facing the City of Cambridge today — the one that affects you and your family the most?

Affordable housing	30%
COVID-19, Coronavirus, pandemic	17
Education/schools	9
Jobs/economy	7
Environment/climate change/global warming	5
Infrastructure/transportation issues	4
Race relations	3
Government/politicians/elections	3
Health care	2
Parking issues	2
Bike Lane issues	2
Taxes	2
Police-community relations	1
Development/too many people/density	1
Equality	1
Other	5
Don't know/refused	7

Please rate the following on a scale of excellent, good, fair or poor:

2. The overall performance of City government here in Cambridge.

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>(DK)</u>
September 2020	16%	50	24	4	6
ONLINE	19%	47	21	9	4
September 2018	16%	47	25	5	6
September 2016	20%	48	20	4	8
September 2014	16%	57	17	8	2
September 2012	18%	57	17	2	6
September 2010	14%	53	16	5	11
September 2008	12%	58	21	3	6
September 2006	12%	50	24	7	7
October 2004	9%	51	23	6	11
October 2002	6%	45	27	8	14
November 2000	5%	46	26	5	18



3. The overall quality of life in Cambridge.

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>(DK)</u>
September 2020	42%	48	8	1	1
ONLINE	35%	51	11	2	1
September 2018	39%	48	11	1	1
September 2016	42%	40	13	5	-
September 2014	44%	45	9	2	-
September 2012	51%	43	5	1	-
September 2010	37%	55	7	1	-
September 2008	32%	59	7	1	1
September 2006	32%	54	12	2	-
October 2004	30%	59	10	-	1
October 2002	28%	57	12	1	2
November 2000	24%	62	12	1	1

4. The overall quality of your neighborhood.

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>(DK)</u>
September 2020	47%	40	11	1	1
ONLINE	35%	51	11	2	1
September 2018	45%	43	11	1	-
September 2016	43%	48	6	3	-
September 2014	37%	51	10	2	-
September 2012	46%	43	10	-	-
September 2010	42%	43	14	-	-
September 2008	37%	46	14	3	-
September 2006	36%	48	12	4	-
October 2004	34%	51	12	3	-
October 2002	32%	48	17	2	1
November 2000	36%	49	13	2	-

5. Cambridge as a place to raise a child.

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>(DK)</u>
September 2020	33%	42	13	3	9
ONLINE	23%	35	15	4	23
September 2018	41%	34	14	2	9
September 2016	42%	37	9	5	6
September 2014	34%	48	12	1	6
September 2012	44%	37	9	2	8
September 2010	33%	43	15	4	5
September 2008	22%	42	20	4	12
September 2006	22%	45	21	4	8

October 2004	21%	44	19	5	11
October 2002	18%	43	17	7	15
November 2000	19%	44	19	4	13

6. Cambridge as a place to live.

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>(DK)</u>
September 2020	50%	42	6	2	--
ONLINE	44%	44	9	2	1
September 2018	49%	42	8	-	-
September 2016	54%	32	11	3	-
September 2014	49%	43	6	2	-
September 2012	62%	34	3	1	-
September 2010	48%	42	8	1	1
September 2008	43%	49	7	2	-
September 2006	41%	45	10	3	1
October 2004	42%	47	8	2	1
October 2002	42%	44	10	3	1
November 2000	39%	50	8	2	1

7. Cambridge as a place to retire.

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>(DK)</u>
September 2020	22%	32	20	15	11
ONLINE	17%	28	16	16	23
September 2018	20%	28	24	20	8
September 2016	25%	29	22	14	9
September 2014	24%	37	25	9	4
September 2012	27%	40	21	4	8
September 2010	22%	38	19	8	12
September 2008	21%	37	17	13	12
September 2006	20%	30	20	15	15
October 2004	16%	29	26	17	12
October 2002	14%	31	21	22	12
November 2000	13%	33	23	17	14

8. Cambridge as a safe place to live.

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>(DK)</u>
September 2020	45%	44	9	--	2
ONLINE	34%	51	12	1	1
September 2018	38%	48	12	1	-
September 2016	41%	37	18	3	-
September 2014	34%	52	14	1	-
September 2012	32%	51	15	1	-
September 2010	25%	52	22	1	1
September 2008	17%	55	24	4	-
September 2006	19%	54	22	3	1

October 2004	21%	58	17	3	1
October 2002	24%	52	19	4	1
November 2000	21%	62	15	1	1

Now using the same scale of excellent, good, fair or poor, please rate the following characteristics as they relate to Cambridge:

9. A sense of community.

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>(DK)</u>
September 2020	18%	53	25	4	1
ONLINE	13%	42	34	10	2
September 2018	21%	48	22	7	1
September 2016	20%	47	21	11	2
September 2014	27%	51	18	4	-
September 2012	16%	55	27	1	1
September 2010	21%	49	25	3	1
September 2008	16%	46	30	5	2
September 2006	17%	47	30	3	3
October 2004	18%	52	24	4	2
October 2002	17%	45	29	6	3
November 2000	10%	52	31	5	2

10. A place welcoming to all races and cultures.

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>(DK)</u>
September 2020	34%	43	19	2	2
ONLINE	27%	44	21	5	2
September 2018	41%	37	18	3	-
September 2016	38%	46	13	3	-
September 2014	53%	35	9	2	-
September 2012	44%	45	8	1	1
September 2010	42%	47	9	1	1
September 2008	38%	44	13	3	2
September 2006	37%	46	13	2	1
October 2004	37%	46	14	1	2
October 2002	33%	46	15	3	3
November 2000	32%	45	17	4	3

11. Overall appearance.

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>(DK)</u>
September 2020	29%	60	10	1	--
ONLINE	19%	55	22	4	--
September 2018	29%	58	10	3	-
September 2016	37%	45	17	-	-
September 2014	31%	52	17	1	-
September 2012	26%	60	13	1	1
September 2010	25%	55	18	1	1
September 2008	16%	64	16	3	1
September 2006	19%	54	24	3	1
October 2004	15%	68	14	2	1
October 2002	13%	62	22	2	1
November 2000	13%	64	21	2	1

12. Overall planning for the future of the community.

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>(DK)</u>
September 2020	12%	50	22	5	11
ONLINE	10%	36	27	16	11
September 2018	14%	46	22	9	8
September 2016	16%	38	33	9	4
September 2014	14%	55	19	6	5

13. Open space/Recreation opportunities.

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>(DK)</u>
September 2020	29%	47	19	4	1
ONLINE	25%	47	22	6	1
September 2018	34%	48	13	2	2
September 2016	19%	41	33	6	-
September 2014	28%	42	24	5	-
September 2012	27%	41	28	2	2
September 2010	31%	43	20	5	1
September 2008	19%	52	24	5	-
September 2006	22%	41	29	8	1
October 2004	15%	45	31	8	1
October 2002	13%	41	33	9	4
November 2000	10%	42	33	12	2

14. Job opportunities.

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>(DK)</u>
September 2020	24%	40	20	5	11
ONLINE	15%	35	20	5	24
September 2018	26%	40	20	5	8
September 2016	25%	34	23	9	8
September 2014	23%	38	26	5	9
September 2012	19%	42	22	5	12
September 2010	9%	38	32	8	14
September 2008	13%	41	23	5	18
September 2006	9%	42	24	6	19
October 2004	6%	39	27	7	21
October 2002	6%	34	29	10	21
November 2000	18%	45	19	4	15

15. Access to affordable housing.

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>(DK)</u>
September 2020	1%	10	33	50	6
ONLINE	3%	10	24	47	15
September 2018	2%	17	29	47	6
September 2016	7%	12	26	52	4
September 2014	8%	20	44	26	2
September 2012	10%	22	35	23	9
September 2010	8%	18	40	22	11
September 2008	5%	19	38	30	8
September 2006	4%	11	32	44	9
October 2004	4%	11	29	50	6
October 2002	2%	12	24	54	8
November 2000	2%	7	24	63	4

16. Economic development.

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>(DK)</u>
September 2020	11%	48	27	5	9
ONLINE	12%	40	24	6	18
September 2018	23%	45	16	8	8
September 2016	30%	35	25	7	4
September 2014	23%	53	16	3	5
September 2012	23%	53	17	1	7
September 2010	13%	52	23	2	11
September 2008	10%	49	22	4	15
September 2006	8%	43	27	6	17
October 2004	8%	52	20	5	15
October 2002	9%	44	25	4	18
November 2000	12%	54	20	2	11

17.	Environmental planning and policy.					
		<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>(DK)</u>
	September 2020	17%	53	20	4	6
	ONLINE	12%	39	25	10	14
	September 2018	23%	48	19	4	7
	September 2016	23%	50	16	2	9
	September 2014	21%	49	24	4	3
18.	The balance between new construction and neighborhood preservation					
		<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>(DK)</u>
	September 2020	8%	33	34	19	6
	ONLINE	4%	28	32	27	8
	September 2018	9%	34	32	19	6
	September 2016	14%	35	25	25	2
	September 2014	10%	47	28	11	3
	September 2012	18%	44	26	8	3
	September 2010	11%	48	27	4	9
	September 2008	10%	50	25	11	4
	September 2006	6%	40	33	15	6
	October 2004	7%	45	27	12	9
	October 2002	8%	39	32	12	9
	November 2000	5%	39	32	17	8
19.	Ability to have a positive impact on the community					
		<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>(DK)</u>
	September 2020	12%	55	23	3	8
	ONLINE	11%	43	25	7	15
	September 2018	19%	57	15	4	5
	September 2016	19%	47	29	1	4
	September 2014	21%	59	16	1	3
20.	Ability to get around town by bicycle.					
		<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>(DK)</u>
	September 2020	28%	46	15	4	7
	ONLINE	16%	38	23	6	16
	September 2018	30%	43	10	8	8
	September 2016	39%	31	16	10	4

21.	Ability to get around town on foot.					
		<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>(DK)</u>
	September 2020	44%	49	6	1	-
	ONLINE	44%	45	9	2	-
	September 2018	46%	43	9	1	-
	September 2016	47%	37	15	-	-
22.	Ability to get around town by public transportation – bus/subway.					
		<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>(DK)</u>
	September 2020	31%	46	18	3	2
	ONLINE	23%	46	21	6	3
	September 2018	33%	39	19	8	1
	September 2016	42%	36	20	1	1
23.	Ability to get around town by car.					
		<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>(DK)</u>
	September 2020	12%	41	33	10	4
	ONLINE	9%	38	31	14	8
	September 2018	9%	41	34	11	6
	September 2016	5%	40	39	8	9
24.	Ability to park when you travel around town.					
		<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>(DK)</u>
	September 2020	4%	23	36	33	4
	ONLINE	6%	24	34	26	10
	September 2018	5%	23	29	40	4
	September 2016	9%	14	37	38	2
25.	Ability to participate in government.					
		<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>(DK)</u>
	September 2020	17%	47	19	6	11
	ONLINE	13%	39	21	9	17
	September 2018	23%	36	18	8	16
	September 2016	24%	37	25	7	7

In the last 12 months, about how many times, if ever, have you or another household member done the following:

26. Ridden a bike in the City.

	<u>(Never)</u>	<u>(Once)</u>	<u>(Twice)</u>	<u>(3-12 times)</u>	<u>(13-26 times)</u>	<u>(> 26 times)</u>	<u>(DK/Ref)</u>
September 2020	37%	4	5	14	6	34	-
ONLINE	37%	3	4	15	8	31	1
September 2018	47%	2	4	11	6	30	-

27. Used the Cambridge public library's in-person, on-line or virtual services * different wording

	<u>(Never)</u>	<u>(Once)</u>	<u>(Twice)</u>	<u>(3-12 times)</u>	<u>(13-26 times)</u>	<u>(> 26 times)</u>	<u>(DK/Ref)</u>
September 2020	29%	5	9	24	13	20	-
ONLINE	19%	5	7	27	16	24	1
September 2018	26%	7	9	22	12	24	-
September 2016	21%	4	6	26	13	29	2
September 2014	26%	7	5	24	13	26	-
September 2012	22%	4	5	24	14	31	1
September 2010	25%	11	11	24	12	16	1
September 2008	30%	6	7	26	11	20	1
September 2006	31%	6	9	27	11	15	1
October 2004	28%	4	7	28	13	19	1
October 2002	36%	6	8	23	10	17	-
November 2000	34%	6	7	25	10	17	-

28. Visited a neighborhood or city park.

	<u>(Never)</u>	<u>(Once)</u>	<u>(Twice)</u>	<u>(3-12 times)</u>	<u>(13-26 times)</u>	<u>(> 26 times)</u>	<u>(DK/Ref)</u>
September 2020	3%	2	4	23	20	48	2
ONLINE	3%	1	3	21	18	54	-
September 2018	6%	2	4	31	11	46	1
September 2016	3%	1	6	21	17	52	-
September 2014	6%	4	5	25	10	49	-
September 2012	7%	2	3	27	12	49	1
September 2010	7%	3	9	26	19	34	1
September 2008	7%	2	6	32	17	36	-

September 2006	9%	4	6	30	13	37	1
October 2004	10%	3	6	26	15	39	1
October 2002	10%	5	7	31	11	35	1
November 2000	11%	3	4	30	12	39	2

29. Attended a City Council meeting in person or watched it on TV or online

	<u>(Never)</u>	<u>(Once)</u>	<u>(Twice)</u>	<u>(3-12 times)</u>	<u>(13-26 times)</u>	<u>(> 26 times)</u>	<u>(DK/Ref)</u>
September 2020	57%	13	10	13	1	3	2
ONLINE	55%	14	12	14	2	1	1
September 2018	64%	6	7	18	1	4	-
September 2016	59%	12	6	18	2	4	-
September 2014	80%	10	3	7	-	-	-
September 2012	79%	8	5	7	1	-	1
September 2010	76%	7	4	10	-	1	1
September 2008	77%	6	6	10	1	-	-
September 2006	78%	8	5	8	1	-	-
October 2004	77%	9	6	7	-	1	-
October 2002	77%	9	6	6	-	1	1
November 2000	83%	9	3	4	-	1	1

30. Visited the city of Cambridge web site

	<u>(Never)</u>	<u>(Once)</u>	<u>(Twice)</u>	<u>(3-12 times)</u>	<u>(13-26 times)</u>	<u>(> 26 times)</u>	<u>(DK/Ref)</u>
September 2020	10%	7	12	42	12	15	1
ONLINE	2%	2	5	46	21	23	1
September 2018	27%	6	12	40	10	5	-
September 2016	18%	10	5	41	15	11	-
September 2014	22%	6	10	40	11	9	2
September 2012	23%	6	12	37	8	12	1
September 2010	28%	6	15	31	10	7	2
September 2008	24%	5	12	35	10	12	1
September 2006	27%	6	12	32	8	14	-
October 2004	40%	7	9	31	6	6	1
October 2002	51%	9	11	22	4	2	1
November 2000	67%	5	8	15	1	2	1

□

31. Thinking about *all* of your interactions with the City of Cambridge, what would you say is your *primary method* of conducting business with the city:
01. In-person
 02. By telephone
 03. By traditional mail
 04. By e-mail
 05. By use of the city's website
 06. By use of a mobile phone app—like Commonwealth Connect or SeeClickFix
 07. (Have not conducted business with the City)
 08. (Other_____)
 09. (Don't know)
 10. (Refused)

	01	02	03	04	05	06	07	08	09	10
September 2020	17%	9	4	13	47	4	5	—	1	1
ONLINE	9%	8	3	14	50	4	7	2	2	-
September 2018	32%	14	6	12	31	2	--	--	--	--

Now, I'd like to read you one final list dealing with various city services provided by Cambridge. Again using the scale of excellent, good, fair or poor, please rate each of these services:

32. Police Department services.

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>(DK)</u>
September 2020	19%	44	22	5	10
ONLINE	18%	34	14	7	27
September 2018	29%	52	10	4	5
September 2016	36%	42	16	1	5
September 2014	25%	52	15	4	5
September 2012	33%	38	16	2	10
September 2010	24%	52	11	3	11
September 2008	26%	53	13	4	3
September 2006	23%	53	14	3	7
October 2004	22%	56	10	2	10
October 2002	21%	54	10	3	12
November 2000	15%	58	15	2	9

33. Fire Department services.

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>(DK)</u>
September 2020	36%	43	4	-	16
ONLINE	34%	26	2	-	38
September 2018	52%	36	3	-	10
September 2016	55%	34	3	-	7
September 2014	41%	52	1	-	6
September 2012	47%	35	2	-	16
September 2010	37%	40	2	1	19
September 2008	40%	48	3	-	9

September 2006	36%	46	5	1	12
October 2004	31%	47	3	-	19
October 2002	34%	46	2	-	18
November 2000	24%	53	3	-	19

34. Library services

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>(DK)</u>
September 2020	53%	32	5	--	10
ONLINE	58%	24	3	1	14
September 2018	56%	34	2	1	8
September 2016	67%	24	3	-	6
September 2014	56%	39	1	-	5
September 2012	56%	32	3	-	8
September 2010	47%	38	3	-	12
September 2008	38%	39	6	1	16
September 2006	38%	38	6	2	16
October 2004	34%	43	6	-	17
October 2002	30%	44	4	-	22
November 2000	21%	54	9	1	16

35. Animal Control

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>(DK)</u>
September 2020	16%	36	10	3	35
ONLINE	13%	27	10	5	45
September 2018	21%	49	8	4	18
September 2016	18%	41	15	7	20
September 2014	25%	54	7	3	11
September 2012	24%	44	10	4	18
September 2010	15%	40	13	2	29
September 2008	17%	46	9	5	23
September 2006	15%	44	14	4	23
October 2004	11%	50	10	3	26
October 2002	11%	43	12	4	30
November 2000	9%	50	12	5	25

36. City parks and park maintenance

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>(DK)</u>
September 2020	37%	51	8	2	2
ONLINE	28%	54	12	3	3
September 2018	39%	49	6	3	2
September 2016	36%	43	13	4	3
September 2014	33%	53	12	1	1
September 2012	36%	51	7	3	3
September 2010	28%	57	9	3	4
September 2008	27%	57	12	3	2

September 2006	29%	53	14	1	3
October 2004	23%	59	12	2	4
October 2002	22%	58	12	2	6
November 2000	17%	61	14	2	5

37. Street cleaning and maintenance*

* new wording in 2020

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>(DK)</u>
September 2020	29%	51	14	4	2
ONLINE	14%	48	27	10	1
September 2018	20%	51	22	6	-
September 2016	16%	47	28	9	-
September 2014	20%	44	22	14	-
September 2012	26%	46	18	10	-
September 2010	19%	49	22	9	1
September 2008	13%	50	27	9	1
September 2006	13%	42	34	10	-
October 2004	9%	48	30	12	1
October 2002	11%	50	28	10	1
November 2000	10%	53	27	8	1

38. Senior services

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>(DK)</u>
September 2020	11%	27	8	1	53
ONLINE	7%	14	6	2	71
September 2018	12%	33	12	1	42
September 2016	22%	31	16	3	28
September 2014	16%	46	9	1	28
September 2012	17%	31	9	2	42
September 2010	14%	31	5	1	49
September 2008	10%	29	6	1	55
September 2006	9%	27	7	3	54
October 2004	8%	25	7	2	58
October 2002	8%	27	8	2	55
November 2000	8%	27	10	-	55

39. Sidewalk maintenance

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>(DK)</u>
September 2020	14%	44	31	8	3
ONLINE	8%	38	36	17	2
September 2018	16%	47	28	7	1
September 2016	15%	40	29	15	1
September 2014	10%	47	34	8	1
September 2012	15%	51	23	9	1
September 2010	13%	51	26	9	1
September 2008	6%	48	34	11	1

September 2006	7%	44	35	11	3
October 2004	8%	42	34	14	2
October 2002	9%	41	32	15	3
November 2000	6%	47	30	16	1

40. Schools and education

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>(DK)</u>
September 2020	21%	42	11	2	24
ONLINE	14%	30	12	4	40
September 2018	36%	42	8	2	13
September 2016	36%	44	13	1	5
September 2014	33%	41	15	3	9
September 2012	31%	46	9	2	12
September 2010	22%	35	15	4	24
September 2008	10%	34	27	6	23
September 2006	11%	34	25	9	21
October 2004	10%	37	22	7	24
October 2002	13%	35	15	8	29
November 2000	15%	35	15	5	30

41. Water/sewer services

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>(DK)</u>
September 2020	31%	51	11	1	6
ONLINE	24%	42	11	2	20
September 2018	32%	55	6	2	5
September 2016	43%	43	3	5	5
September 2014	31%	57	8	1	3
September 2012	35%	53	6	1	6
September 2010	24%	50	11	2	12
September 2008	17%	57	13	5	8
September 2006	16%	61	12	3	8
October 2004	13%	60	14	4	9
October 2002	13%	58	16	3	10
November 2000	10%	66	15	3	6

42. Public information

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>(DK)</u>
September 2020	30%	53	13	2	2
ONLINE	29%	48	16	3	4
September 2018	27%	49	17	4	3
September 2016	21%	58	14	5	2
September 2014	25%	58	12	3	2
September 2012	22%	55	14	2	7
September 2010	22%	56	14	1	6
September 2008	17%	58	15	2	7
September 2006	18%	59	13	3	6

October 2004	14%	58	17	3	8
October 2002	12%	55	20	4	9
November 2000	9%	59	22	4	7

43. On a scale of 1 to 5, where 1 means *totally dissatisfied*, 3 means *neither satisfied nor dissatisfied* and 5 means *totally satisfied*, how would you rate your overall experience when interacting with city government?

	<u>1- Totally dissatisfied</u>	<u>2</u>	<u>3-Neither satisfied nor Dissatisfied</u>	<u>4</u>	<u>5 -Totally satisfied</u>	<u>(DK)</u>	<u>(MEAN)</u>
September '20	3%	4	30	36	24	4	3.76
September 2018	2%	3	33	31	24	7	-
September 2016	5%	6	35	29	24	2	-
September 2014	3%	7	38	31	19	1	-
September 2012	2%	7	29	39	16	7	-
September 2010	4%	5	26	37	16	11	-
September 2008	4%	4	37	38	11	7	-
September 2006	3%	6	36	32	15	7	-
October 2004	4%	5	34	32	14	11	-
October 2002	5%	6	38	26	9	16	-
November 2000	2%	6	46	31	6	9	-

Now, I'd like to ask you a few questions about the COVID-19 pandemic.

44. In general, how would you rate the way the City of Cambridge has handled the COVID-19 pandemic? Would you say the City has done an excellent job, a good job, a fair job, or a poor job?

<u>2020</u>	<u>PHONE</u>	<u>ONLINE</u>
1. Excellent	38%	39%
2. Good	43	45
3. Fair	12	11
4. Poor	3	4
5. (Don't know)	4	2

Now, using the same scale, please rate how the City of Cambridge has performed *during the COVID-19 pandemic* on each of the following key municipal services:

- SCALE: 1. Excellent
2. Good
3. Fair
4. Poor
5. (Don't know)

(ROTATE Qs. 45-52)

	<u>1</u>	<u>2</u>	<u>3</u>	<u>4</u>	<u>5</u>
45. Trash collection and recycling	37%	47	10	2	4
ONLINE	41%	41	10	2	5
46. Senior Citizen services	13%	25	9	1	52
ONLINE	6%	11	4	2	76

		<u>1</u>	<u>2</u>	<u>3</u>	<u>4</u>	<u>5</u>
47.	Educational Services	12%	40	13	4	30
	ONLINE	11%	21	12	8	48
48.	Public Safety services (Police and Fire)	21%	53	11	1	13
	ONLINE	24%	28	7	2	39
49.	Online/virtual City Services	26%	49	9	3	12
	ONLINE	25%	39	11	2	22
50.	Public Health services	27%	46	12	1	14
51.	COVID-19 Testing Services	25%	31	19	6	19
	ONLINE	28%	31	13	6	21
52.	Public Information Services	30%	49	13	2	6
	ONLINE	44%	36	11	2	6

53. Have you, or has anyone in your household experienced a loss of employment income since mid-March of this year—about the time when the COVID-19 “lockdown” began in Massachusetts?

<u>2020</u>	<u>PHONE</u>	<u>ONLINE</u>
1. Yes	32%	28%
2. No	68	72

54. How closely would you say you follow public health updates and recommendations on COVID-19—a lot, some, hardly any, or not at all?

<u>2020</u>	<u>PHONE</u>	<u>ONLINE</u>
1. A lot	73%	83%
2. Some	19	15
3. Hardly any	3	1
4. Not at all	2	1
5. (Don’t know)	3	--

55. Thinking about some of the *sources* of public health information on COVID-19, which *one* source do you trust the *most*: the federal government, Massachusetts state government, or Cambridge city government?

<u>2020</u>	<u>PHONE</u>	<u>ONLINE</u>
1. Federal government	4%	3%
2. State government	38	21
3. City government	24	15
4. (City and State equally)	26	53
5. (Distrust all equally)	5	5
6. (Don’t know)	3	3

56. Would you agree or disagree with the following statement: I wanted to conduct business with the City of Cambridge during regular business hours, but I could not because offices were closed to the public or I did not have an appointment.

	<u>Agree</u>	<u>Disagree</u>	<u>(Don't know)</u>
September '20	32%	49	19
ONLINE	21%	43	35
September 2018	43%	46	11
September 2016	53%	34	13
September 2014	50%	47	3
September 2012	47%	39	14
September 2010	45%	35	20
September 2008	41%	44	15
September 2006	42%	45	12
October 2004	40%	43	17
October 2002	42%	36	22
November 2000	50%	31	19

57. If you were speaking *directly* to the leaders of city government here in Cambridge, what are the two or three issues you would recommend that city government focus more attention on? (UP TO THREE RESPONSES ACCEPTED – VERBATIM RESPONSE PROVIDED SEPARATELY)

	<u>TOTALS MORE THAN 100%</u>
Affordable housing	37%
Infrastructure	18
COVID-19 pandemic	16
Education/Schools	15
Economy/Jobs	11
Environment/Climate change	10
Bike issues	10
Homelessness	10
Police issues	9
Social issues	8
Race issues	7
Government/Transparency/Communication	5
Parking	5
Development issues	4
Health care issues	4
Taxes	3
Parks/Recreation/Green Space	2
Other	10
Don't know	6

58. Are there any children under the age of 18 living in your household? (IF YES): Do they attend public schools, private schools, or parochial schools?

<u>2020</u>	<u>PHONE</u>	<u>ONLINE</u>
1. Yes, public	15%	16%
2. Yes, private	2	3
3. Yes, parochial	--	1
4. Yes, (any mixture of schools)	2	1
5. Yes, (refused)	2	1
6. No, no school age children	77	75
9. (Refused)	2	2

Now, I'd like to ask you some final questions for statistical purposes.

59. What is your gender identity? [DO NOT READ CATEGORIES]

<u>2020</u>	<u>PHONE</u>	<u>ONLINE</u>
1. Female	52%	65%
2. Male	48	33
3. (Other, Transgender)	--	2

60. In which of the following categories is your age? [READ ALL BUT 9]

<u>2020</u>	<u>PHONE</u>	<u>ONLINE</u>
1. 18-25	17%	6%
2. 26-35	30	21
3. 36-45	18	19
4. 46-55	10	15
5. 56-64	10	13
6. 65+	13	23
9. (Refused)	2	5

61. Where do you get *most* of your information about Cambridge-related issues: [READ RESPONSES 01-08]

<u>2020</u>	<u>PHONE</u>	<u>ONLINE</u>
01. Television	7%	1%
02. Radio	3	1
03. Newspapers	9	4
04. City Newsletters or Daily Email Update	17	47
05. Social media sites	20	11
06. Meetings	--	1
07. Word of mouth	5	4
08. Websites	33	21
09. Next Door Platform	1	2
10. (Other)	1	1
11. (Don't know)	3	6

62. How many years have you lived in Cambridge?

<u>2020</u>	<u>PHONE</u>	<u>ONLINE</u>
1. (Less than 1 year)	3%	2%
2. (1.1-2 years)	9	6
3. (2.1-5 years)	23	14
4. (5.1-10 years)	17	16
5. (10.1-20 years)	16	20
6. (20.1-30 years)	13	14
7. (Over 30 years)	10	19
8. (All my life)	6	9
9. (Don't know)	2	1

63. What is your *primary* method of getting around Cambridge?

<u>2020</u>	<u>PHONE</u>	<u>ONLINE</u>
1. Car	40%	35%
2. Rideshare/Uber/Lyft	1	--
3. Walking	29	42
4. Bicycle	16	15
5. Taxi	1	--
6. Public Transportation (the "T")	11	6
7. (Other)	2	1

64. Do you own or rent your home?

<u>2020</u>	<u>PHONE</u>	<u>ONLINE</u>
1. Own	36%	52%
2. Rent	60	38
3. (Other)	2	2
9. (Refused)	2	2

65. Which one of the following *best* describes the neighborhood of Cambridge you live in?
[READ RESPONSES 01-12]

<u>2020</u>	<u>PHONE</u>	<u>ONLINE</u>
01. North Cambridge	15%	15%
02. Porter Sq.	11	6
03. Agassiz	4	4
04. West Cambridge	11	13
05. The Port	7	4
06. Riverside	2	5
07. Central Sq.	10	6
08. Cambridgeport	7	11
09. Kendall Sq.	3	1
10. East Cambridge	9	10
11. Mid-Cambridge	6	11
12. Wellington/Harrington	5	5
00. (Other_____)	6	17
13. (Don't know/Not sure/Refused)	4	--

66. Please tell me which of the following groups you identify with racially or ethnically:
[READ RESPONSES 1-6, ACCEPT UP TO 3 RESPONSES]

<u>2020</u>	<u>PHONE</u>	<u>ONLINE</u>
1. White, Non-Hispanic	70%	70%
2. Hispanic, Latino, or Spanish origin	5	3
3. Black or African-American	10	3
4. Asian or Pacific Islander	6	6
5. Native American, American Indian, Alaska Native	--	--
6. Multi-racial, multi-ethnic background	6	4
7. (Some other race, specify:_____)	--	5
8. (Refused)	3	11

67. Would you please tell me in which of the following categories I read is your total household income—that is, of everyone living in your household? [READ ALL GROUPS EXCEPT RESPONSE 9]

<u>2020</u>	<u>PHONE</u>	<u>ONLINE</u>
1. \$0-11,999	2%	1%
2. \$12-19,999	3	2
3. \$20-34,999	5	3
4. \$35-49,999	7	4
5. \$50-74,999	10	8
6. \$75-99,999	12	9
7. \$100,000-\$124,999	11	11
8. \$125,000 and over	35	37
9. (Refused/Don't know)	15	23